

1 OCTOBER 2001



Operations

**ALERT/RECALL PROCEDURES AND
STANDBY PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://afpubs.hq.af.mil>

OPR: 319 ARW/CP (MSgt Michael A. Mader)

Certified by: 319 ARW/CP
(Major Yolanda M. Wood)

Supersedes GFAFB functional Plan 10-207,
8 October 1998

Pages: 10
Distribution: F

This instruction establishes procedures for alerting and recalling personnel in the event of national emergencies or other contingencies as directed by command authorities. Recalls may be necessary to support war plans, periods of increased readiness, emergencies, or disaster situations. This instruction ensures the capability of the 319th Air Refueling Wing Commander, the Crisis Action Team (CAT), and unit commanders to quickly disseminate information and instructions to all assigned, attached or tenant unit personnel. Additionally, this instruction establishes procedures for the base standby and on-call program. Chapter 1 (Notification and Recall Procedures) of this instruction applies to all military and key civilian personnel in units assigned, attached to and tenants of Grand Forks AFB. Chapter 2 (Standby Program) applies to all individuals/agencies supporting or requesting support from Grand Forks AFB resources required to be notified by one of the base's continuous shift work centers.

Privacy Act of 1974. This instruction requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by *Title 10, United States Code Section 8013, Secretary of the Air Force: Powers and Duties; Delegation by, and E.O. 9397 Systems of records notice F011 AF A, Locator, Registration and Postal Directory Files* apply. Information collected and maintained must be protected IAW DoD 5400.11R/AFI33-332. Documents generated as a result of this publication will contain a Privacy Act Statement.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed. The conversion from GFAFB Functional Plan 10-207 to GFAFBI10-104 is because of the addition of chapter 2 material. Required format changes and paragraph renumbering have been made to allow for the conversion process. Notification and Recall Procedures (chapter 1) have been reorganized for convenience purposes. Also, the recall options have been reduced from six to two. The Standby Program (chapter 2) has been added to this instruction because of the relationship it has with the notification and recall procedures in addition to the lack of standardization and accountability of standby letters throughout the base.

1. Notification and Recall Procedures:

1.1. Responsibilities.

1.1.1. Command Post. The 319th Air Refueling Wing Command Post (CP) is responsible for the overall operation of the notification and alert/recall system.

1.1.2. The CP is the controlling user and will issue any passwords for the Automated Notification System (ANS). The CP will train unit representatives how to use the system.

1.1.3. CP will transmit a CAT activation report to HHQ once the CAT has been formed and again when the CAT disbands.

1.1.4. Unit Commanders/Staff Agency Chiefs:

1.1.5. Will devise unit recall plans/rosters in support of this instruction. Units will ensure their alert/recall rosters are current. All assigned personnel must maintain a current copy.

1.1.6. Will, at their discretion, alert/recall key civilian employees. Consideration should be given to civilian labor contracts, union rules, memorandums of agreement, and overtime pay.

1.1.7. Will determine appropriate procedures for recalling shift workers and personnel on leave or TDY.

1.1.8. Are responsible for releasing personnel (once recalled and accounted for).

1.1.9. Are responsible for devising plans/policies for runners to use in communication outage situations.

1.1.10. Will immediately notify their CAT representative (or CP if CAT not activated) through unit and group control centers whenever a problem has been discovered that could hinder an effective recall.

1.1.11. Listed in [Table 1](#). and living on base will notify Security Forces Control Center (SFCC) with changes to home addresses. Reference paragraph 1.3.4.2

1.1.12. Are responsible for updating unit personnel alert/recall information in the wing ANS computer?

2. Public Affairs.

2.1. The Public Affairs Office (PAO) is responsible for notifying local media of alert/recall notification messages. PAO will issue press releases only as directed for covert alerts/recalls.

3. Logistics Plans.

3.1. The Logistics Plans Office will notify Unit Deployment Managers (UDM) of mobility requirements (e.g. mobility bags required to be issued to personnel).

4. Communications Squadron.

4.1. The Communications Squadron will post overt recall/alerts on the commander's channel.

4.1.1. Exception The Communications Squadron will not send "All Exchange User" e-mails or post covert alert/recall information on the commander's channel.

5. Activation.

5.1. When directed by the 319th Air Refueling Wing Commander or designated representative, the CP will activate this program by notifying key personnel listed in **Table 1**. Key personnel will subsequently activate their alert/recall plans. Once contacted, each individual is responsible for contacting the next person in their respective chain until all affected personnel have been notified. Each individual is also responsible for relaying the message verbatim as received. If an individual cannot be contacted, note it, and continue with the next individual. Pass on all noncontacts to the next person notified. The last individual(s) in the notification process will contact the unit commander's office, staff agency chief's office, or UCC with the completion time and all names of personnel not contacted. Units will continue to attempt to notify personnel not contacted until notification is complete.

5.1.1. Leaving messages on answering machines, voice mail, personal e-mails, etc., are not considered contact. In these cases the next individual in the chain will be notified. Do leave messages for these individuals to contact their unit for instructions.

5.1.2. Alert/Recall Test. All personnel notified will continue the test by calling the next person in line on their recall roster until all personnel are notified. Personnel will not report to their duty sections. Personnel on leave or TDY will not be notified. The last individual(s) in the notification chain will contact the unit commander's or the staff agency chief's office with the completion time.

5.1.3. The CP will relay the Wing Commander's or designated representative's message using the following phrases with additional information as necessary.

5.1.4. This is a covert wing / group / squadron recall. Option red / white. Continue notifications and report to duty section immediately.

5.1.5. This is a covert wing alert. Continue notifications and remain on telephone standby until further notice / _____ L.

5.1.6. This is a Crisis Action Team recall. Report to primary / alternate area immediately / at _____ L.

5.1.7. This is a test of the wing / group / squadron notification system. Recall not required. Continue notifications.

Table 1. CAT/Base Alert/Recall Notification Requirements.

<u>For CAT Recall the CP will notify:</u>	<u>For Wing Alert/Recall the CP will notify:</u>
Vice Wing Commander	Vice Wing Commander
Operations Group Commander	Operations Group Commander
Logistics Group Commander	Logistics Group Commander
Support Group Commander	Support Group Commander
Medical Group Commander	Medical Group Commander
Director of Staff	Director of Staff
Inspector General	Inspector General
CAT Director	Chief, Command and Control
Chief, Command and Control	
Command Chief CMSgt	

5.1.8. Group Commanders or equivalents are responsible for additional notifications to subordinate individuals/agencies required to be present when the CAT has been activated.

5.1.9. The notification message from the CP should state either primary or alternate CAT area. If primary or alternate CAT area is not specified, assume primary.

5.1.10. Unit developed alert/recall systems will be tested and documented at least annually (calendar year).

5.1.11. Disaster Control Group (DCG) personnel will be recalled in accordance with 319th Air Refueling Wing Disaster Preparedness Operation Plan 32-1 (OPlan 32-1).

5.1.12. Assembly area. Unless otherwise directed, when recalled, personnel will report to their duty section immediately without compromising safety and remain there until released by their unit commander. Do not delay the recall process by eating, showering, shaving, etc. Wear utility uniforms (BDUs, flight suits, etc) unless this would cause a significant delay. Personnel in transition training will report to unit of assignment, not unit of training. Personnel not permanently assigned to a GFAFB unit but administratively attached or on-loan to a GFAFB unit will report to their temporary units CSS.

6. Notification Methods.

6.1. The telephone system is the primary means for notification; however, any communication system can be used to notify personnel by the fastest means available. Individuals on leave/TDY must receive direct notification. Second party telephone notifications and/or answering machine messages are not acceptable.

NOTE: If available, the wing ANS will be used in place of manual alert/recall programs. Manual programs are paper rosters and will be used as a back up to the wing ANS.

6.1.1. The Wing Commander may direct security forces to initiate public address system announcements in base housing areas and common areas such as the gym, ballparks, pavilions, etc. Additionally, public announcements may be made over Giant Voice, cable TV override, and/or the base commander's channel.

6.1.2. Units should consider designing their alert/recall systems using the geographic location of their personnel as a primary factor (i.e. separating personnel living on Grand Forks AFB and those living off-base). This method will allow selected communities to be notified and also expedites the process when communication systems are inoperative. To facilitate a rapid and orderly alert/recall, rosters should be organized in a logical sequence with key personnel notified first, including those individuals who collect and report alert/recall status information. **Communications outage:**

6.2. Unit Commanders/Staff Agency Chiefs will ensure procedures are developed to achieve 100 percent contact of unit personnel during communication outage situations, normally a runner system. Units should produce maps to identify the exact location of living quarters of each unit member.

6.2.1. The CP will contact the SFCC for door-to-door notification of key personnel living on base. The SFCC will maintain a current list of key personnel addresses living on base (see [Table 1](#) for list).

6.2.2. Unit developed communication outage systems will be documented and tested at least annually (calendar year).

7. Operations Security.

7.1. Protecting information is crucial during any alert/recall. Do not use terms such as A-hour, C-Day, L-hour, ORI, Crisis Look, or reference times over non-secure means. Agencies/personnel requiring reference times will develop procedures to obtain them from their respective CAT representative via secure means (STU-III, STE, runner, etc.).

8. Personnel Strength Reports.

8.1. This report is required for all wing alerts/recalls beginning at alert/recall time plus 1 hour. Unit Control Centers (UCC) are responsible for recording and reporting personnel strength to their Group Control Center (GCC), if applicable. Each GCC is responsible for reporting personnel strength to their respective CAT representative. If a GCC is not used, then UCCs or designated locations will pass information directly to CAT representatives. The following information will be included in each report submission:

Table 2. Strength Report Requirements.

Unit designation
Number Assigned
Number Accounted For
Number Available
Number of Personnel Not Available

8.1.1. Update strength reports when personnel are removed from the "Personnel Not Available" category as a result of a return to duty status.

9. Recall Option.

9.1. Red. Personnel must report to their duty section immediately with ALL issued mobility items/bags with the respective mandatory items. Additionally, personnel will bring all mandatory personal items (i.e. personal clothing, uniforms, toiletries, etc.).

9.1.1. Mobility items/bags to bring include, but are not limited to, any mobility item/bag they have in their possession at their residence including web belt, helmet, canteen, gas mask, current LES, line badge, government credit card, DD Form 2 (ID card), chemical warfare equipment, cold weather gear, desert gear, training bags, etc.

9.1.2. White. Personnel must report to their duty section immediately. It is not mandatory for personnel to take issued mobility items or personal items with them to the duty section.

NOTE: If no recall option is given in the recall message from CP, assume recall option white.

10. Standby/On-Call Program:

10.1. Purpose. The wing standby/on-call program is for all individuals/agencies supporting or requesting support from Grand Forks AFB resources required to be notified by one of the base's continuous shift work centers.

10.2. Responsibilities, Units/Agencies:

10.2.1. Must initially coordinate their standby requirements with the applicable continuous shift work center supervisor prior to sending any standby letter to them.

10.2.1.1. Should try to consolidate all their sections/flights/offices onto one letter. When this is not practical, then separate letters are acceptable.

10.2.1.2. Should include as much information as possible on their standby letters for successful notifications.

10.2.1.3. Must ensure their letters are always current and will contact the continuous shift work center(s) immediately if changes occur to their standby status.

10.2.1.4. Must ensure their letters are received by the continuous shift work centers in a timely manner, prior to any previous letter expiring.

10.2.1.5. Continuous shift work centers:

10.2.1.6. Will make a reasonable attempt to contact individuals on standby/on-call.

10.2.1.7. Cannot be responsible for out-of-date standby letters and will not be responsible for contacting units/agencies when their letters have expired.

11. Standby/On-call Letter Requirements.

11.1. Minimum letter requirements:

11.1.1. Current date

11.1.2. Full name/rank of individual(s) on standby

11.1.3. Telephone numbers (include cell, home, and duty phone numbers, pagers, and indicate city and state if long distance)

11.1.4. If applicable, inclusive dates/times individuals actually take over standby/on-call duties

- 11.1.5. Signature of commander, agency chief, or designated representative
- 11.1.6. Subject line will include: <Agency Name> (no unit number designations or office symbols) and standby or on-call letter
- 11.1.7. General reason for the 24-hour notification
- 11.1.8. Any special instructions/conditions for notification
- 11.1.9. Suppression requirements of letter(s) already on file (include the date of previous letter)
- 11.1.10. Point of contact for the letter in case of questions about the letter, its format, or its contents
- 11.1.11. Letters faxed to continuous shift work centers are acceptable, provided they comply with the minimum letter requirements (para 2.3).
- 11.1.12. E-mail letters and unit/agency recall rosters are not acceptable and will not take the place of standby letters.
- 11.1.13. Standby or on-call letters (static and changing) are valid for 90 days only.

MARSHALL K. SABOL, Col, USAF
Commander, 319th Air Refueling Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Title 5, United States Code, Section 552a, as amended, *The Privacy Act of 1974*
Title 10, United States Code, Section 8013 *Secretary of the Air Force*
Executive Order 9397, *Numbering System for Federal Accounts Relating to Individual Person*
32 Code of Federal Regulations 806b, *Air Force Privacy Act Program*
DoD Directive 5400.11, *Department of Defense Privacy Program*
DoD 5400.11-R, *Department of Defense Privacy Program*
AFI 33-329, Base and Unit Personnel Locators
AFI 33-332, Air Force Privacy Act Program
AFI 36-3003, Military Leave Program
AMCI 10-202 Volume 2, *Command and Control Responsibilities and Procedures*

Abbreviations and Acronyms

AFB—Air Force Base
AFI—Air Force Instruction
ANS—Automated Notification System
ARW—Air Refueling Wing
AWOL—Absent Without Leave
BDU—Battle Dress Uniform
CAT—Crisis Action Team
CP—Command Post or Wing Operations Center
CSS—Commander's Support Section
DD—Defense Department
DoD—Department of Defense
GCC—Group Control Center
GFAFB—Grand Forks Air Force Base
HHQ—Higher Headquarters
LES—Leave and Earning Statement
ORI—Operational Readiness Inspection
PAO—Public Affairs Office

SFCC—Security Forces Control Center

STU-III—Secure Telephone Unit model three series

TDY—Temporary Duty

UCC—Unit Control Center, commander's support section or other commander designated like term

UDM—Unit Deployment Manager

Terms

Accounted For—All personnel who have been notified of the alert/recall. Include personnel temporarily assigned (TDY) to the unit for manning assistance or contingencies. It is at the discretion of the Group Commander or equivalent as to how they want to account for personnel strength (i.e. contacted by phone, present for duty, available for duty, etc.).

Alert Time—The time the alert (telephone standby) was directed (given as day, hour and minute DDHHMM).

Assigned Personnel—All personnel that actively work for the respective commander.

Available Personnel—All members who are notified of the alert/recall and are prepared to assume duties. This includes personnel at their duty stations, awaiting their shift, or otherwise awaiting their tasking.

Automated Notification System—Telecommunications computer for making mass notifications to base personnel. This computer will be used in place of manual alert/recall systems.

CAT Composition—The Wing Commander, Vice Wing Commander, Group Commanders, Director of Staff, Command Post, Security Forces Commander, and the Chief of Plans and Programs. Other attendees are dictated by the situation.

CAT Recall—All primary CAT members or their designated alternates will report to the CAT area.

Changing letter—Standby letters that assign individuals to specific dates/times for standby/on-call duty.

Continuous shift work centers—Duty sections supporting the wing mission around the clock (24/7/365) or offices having to notify individuals/agencies for contingencies/emergencies. Some examples are: command post, security forces control center, fire department, ambulance services, maintenance aircraft coordination center, civil engineering job control, base operators and communications job control.

Covert alert/recall—Personnel respond as quickly as possible without giving public notice and minimizing actions which might alarm the general public.

Crisis Look—Nickname for a local exercise.

Giant Voice—Grand Forks Air Force Base public address system.

Manual alert/recall systems—Paper rosters used as a back up to the wing automated notification system.

Overt alert/recall—Initiate unit plans using the fastest means available for emergency notification without regard to public notice.

Personnel Not Available—Members who are TDY, on leave, hospitalized, AWOL, crew rest, confined, or otherwise not ready for duty.

Recall Time—The time the recall was directed (given as day, hour and minute DDHHMM).

Static letter—Standby letters that do not assign individuals to specific days/times for standby/on-call duty.

Strength Report—A personnel accountability report submitted hourly by units to CAT representatives until all personnel are accounted for. **Telephone Standby** Personnel must be near a published telephone number in case of emergency notification. Personnel must keep the phone free from lengthy phone calls (including “surfing the net”).

Test—A practice activation of the alert/recall notification system.

Units/Agencies—Organizations requesting assistance from a continuous shift work center for emergency or after-duty hour notifications.

Wing Alert—All personnel contacted will remain on telephone standby. CAT members will report to the CAT area immediately.

Wing Recall—All personnel (including tenant and attached units) assigned to Grand Forks AFB will report to their duty section immediately.